



City of Tempe

CRISIS INTERVENTION SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	227	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Human Services	<i>Salary / Hourly Minimum:</i>	\$54,419
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$73,466
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Crisis Intervention Specialist
<i>Drug Screen / Physical:</i>	Y	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives direction from the Social Services Coordinator.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of counseling or crisis intervention experience. Bilingual (Spanish / English) skills are desirable.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major coursework in social work, counseling, psychology, criminal justice, or a degree related to the core functions of this position. Master of Social Work (MSW) degree preferred.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To provide crisis intervention and advocacy services to individuals and families as requested by Tempe Police, Fire, and other city departments.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide mobile crisis intervention service for CARE 7. Respond to crisis calls from Police and Fire. Assess client needs and facilitate fulfilling these needs. Provide client with supportive services and resource connection.
- Possess a working knowledge of local resources related to all call types.
- Send e-mail follow up information related to calls to Police and Fire personnel.
- Coordinate follow-up services with other work groups, as needed.
- Maintain Mobile Crisis van (check fluids, tires, wash van regularly, clean inside of van daily.) Maintain supplies (diapers, snacks, water, stuffed animals, etc.) and resources (brochures, first aid, paperwork, infection control, etc.) in van.
- Periodically review, update, and order CARE 7 office with brochures, resources, etc. Track calls in various daily, weekly, and/or monthly reports.
- Monitor and guide volunteers and student interns with job performance and written material. Co-facilitate training of new volunteers and interns.
- Conduct event planning regarding volunteer recognition.
- Provide call follow-up as needed to clients in the community.
- Report any concerns directly to supervisor.
- Perform other duties such as assisting in the evaluation of operations of the programs administered, recommending improvements, assisting in implementing changes and objectives, participating in other task forces as required, and attending professional training.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Must be able to lift approximately 20 lbs, climb stairs, and stand for extended periods of time.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective August, 2001

Revised September 2006

Revised December 2020 (update min quals and job duties)